

KenPAC Provider Survey Results

1) Title/role of person completing survey:

Billing Agent	Receptionist	ARNP	Office Manager	Physician
36%	24%	1%	36%	3%

2) My provider type:

ARNP Group	ARNP	FQHC	Rural Health Clinic	Group Physician	Individual Physician
3%	1%	3%	10%	55%	28%

3) How many KenPAC members are assigned to your practice?

<50	51-100	101-250	251-500	501-999	1000-1500	1501-2000	>2000
33%	6%	11%	14%	13%	10%	6%	8%

4) Do you have a policy to identify newly assigned KenPAC members?

Yes	No
10%	90%

5) What form of communication do you utilize to contact new KenPAC members and schedule appointments?

None	Phone Call	Post Card	Letter	Other
52%	44%	1%	1%	2%

6) Do you have a practice policy identifying KenPAC and provider expectations?

Yes	No
24%	76%

7) Do you have a practice policy to notify KenPAC members that annual screenings are due?

Children	Adults	Both	Neither
13%	8%	13%	66%

8) Do you routinely receive communications/reports from your specialty referrals?

Yes	No
72%	28%

9) Do you have a policy/practice to track referrals to other KenPAC providers?

Yes	No
72%	28%

10) Approximately how many referrals did your office make to other KenPAC providers within the last month?

None	1-5	6-10	11-15	Over 15
38%	28%	14%	3%	16%

11) How many referrals to specialists did your office make last month?

None	1-5	6-10	11-15	Over 15
21%	14%	16%	12%	36%

12) Do you routinely receive notification that a KenPAC member has been hospitalized?

Yes	No
39%	61%

13) How do you most often receive notification of hospitalization?

Call from hospital	Admitting MD notifies you	Discharge summary	Patient informs you	Other
25%	19%	38%	10%	9%

14) Do you routinely receive notification that a KenPAC member has been to the emergency room?

Yes	No
35%	65%

15) How do you most often receive notification of an ER visit?

Call from ER	ER Discharge summary	Patient tells you	Other
6%	68%	12%	14%

16) How do you provide 24/7 access for KenPAC members to obtain medical consults, referral approvals and treatment for urgent issues?

Answering service	Recorded message with your contact information	Direct to local after hours clinic	Other
32%	40%	12%	17%

17) Do you provide office hours beyond 8am to 5pm?

Yes	No
36%	64%

18) If answer to above question is yes, please choose all that apply:

Monday after 5pm	Tuesday after 5pm	Wednesday after 5pm	Thursday after 5pm	Friday after 5pm	Saturday after 12n	Sunday after 12n
77%	77%	79%	75%	62%	39%	30%

19) Which of the following reports would assist you in managing your KenPAC members? Choose all that apply.

ER visits	Physician referrals	Inpatient hospitalizations	Office notes	None	Other
47%	51%	42%	36%	31%	4%

20) Which of the following tools would assist you in managing your KenPAC members? Choose all that apply.

Member health profile	Practice guidelines	Provider training workshops	Health education materials	None	Other
43%	24%	34%	24%	34%	5%

21) Do you have a practice policy to verify the identity of Medicaid members to assist with determining medical identity theft?

Yes	No
42%	58%

22) Do you report suspected fraud/abuse to the Office of Inspector General?

Yes	No
81%	19%

23) Would you like to be contacted to further discuss the KenPAC program?

Yes	No
10%	90%